



Frequently Asked Questions



Contents

Welcome Note..... 4

1. What is ε-ORB and why would we want to use it?..... 5

2. What flag states have authorized the use of this ε-ORB software? What about PSCs? 5

3. Do all PSCs worldwide know about ε-ORB? If not, is there a plan to notify and educate them? 6

4. Does this ε-ORB software carry an official IMO acceptance certificate? 6

5. What is the price of this software? 7

6. Is the price of this software per ship? Or can one license support multiple ships? 7

7. Do these software licenses stay with a ship or a shipowner if a vessel is sold or replaced?..... 7

8. What is the proper procedure in case of a change in ownership?..... 7

9. What is the proper procedure if the ship’s name changes?..... 7

10. If a shoreside office wants to use the ε-ORB software, does it need a separate license to access a ship’s ε-ORB data? 8

11. Are there different editions of the ε-ORB software? 8

12. How long does each software license last? 9

13. Is there a limit on the number of electronic oil record book entries for each license? 9

14. Is there a limit on the number of electronic oil record book users for each license? 9

15. What if there are users on the same vessel with the same name and position?..... 9

16. Is there a ‘Quick Start’ guide or a complete manual available?..... 9

17. Is there a video of the ε-ORB software in action or a free trial version available we could test?..... 9

18. What kind of computer hardware and software is necessary to successfully run the ε-ORB software?..... 10

19. Can the ε-ORB software be modified and incorporated into a ship’s current systems? 10

20. Are additional hardware or services offered that could increase the efficiency and function of the ε-ORB software? 10



ε-ORB Frequently Asked Questions



21. Is initial setup and installation assistance for the ε-ORB software (and associated hardware) available? 10

22. Is remote support assistance for the ε-ORB software (and associated hardware) available? 11

23. How secure is our data when outside parties are communicating with the ε-ORB software system?..... 11

24. Is the ε-ORB software system locally installed onboard? Or is it cloud based? 11

25. What sort of network connections are needed to download the ε-ORB software? 11

26. What sort of network connections are recommended for ships to transfer data ashore? 12

27. How is the ε-ORB software and data backed up? 12

28. Can the ε-ORB software be used by only one device onboard?
Or can the ε-ORB software be used from any onboard/on station device? 12

29. Can a shoreside headquarters see the current ε-ORB records for all ships in their fleet? 13

30. Who has the authority to control ε-ORB system access, passwords, and overrides? 13

31. What if a user works on multiple vessels and/or shoreside locations within a fleet? 14

32. How are ORB entries verified? Is a signature pad necessary? 14

33. Is this ε-ORB software available in multiple languages? 14

34. What software development platform was this ε-ORB software written and developed in? 14



Welcome Note

Dear Client,



Hello, my name is 'Athena'. I have been appointed as the ε-ORB Assistant and I would like to cordially welcome you to the ε-ORB family!

I have prepared this document in an effort to answer your queries. Thus, the following pages enclose valuable clarification on matters that have been questioned by our existing Clients and Shipping Stakeholders in general.

For various information our ε-ORB Team can be contacted at eorb@preventionatsea.com. For activation purposes and/or technical matters please send your queries to support@e-orb.com.cy.

Thank you for choosing the 'ε-ORB', your feedback is important to us,

Yours sincerely,

'Athena'

Prevention at Sea Ltd.



1. What is ε-ORB and why would we want to use it?

ε-ORB is a software product, designed to assist seafarers in using, keeping up to date, and printing a ship's traditional Oil Record Book (Part I & Part II). As Lloyd's Register has made clear, nowhere in MARPOL is it stated that a ship's Oil Record Book must be prepared entirely by hand. Thus, instead of keeping a hand-written Oil Record Book – a time consuming process that allows for a high level of mistakes – our software is used as a guidance tool to reduce and prevent mistakes, to electronically prepare & maintain and then print the Oil Record Book, when necessary. In the near future, when MARPOL is amended to allow the use of paperless systems, companies using ε-ORB will already be equipped to go all digital for their records (pending approval from their registered flag State).

Our ε-ORB software is MARPOL compliant, certified by Lloyds Register, and holds approval from a majority of [the top registries](#), with more registry certifications in progress.

2. What flag states have authorized the use of this ε-ORB software? What about PSCs?

The Liberian Registry is the first flag registry that allowed the ε-ORB to be used on board for preparing/record keeping/printing of the traditional Oil Record Book. According to Lloyd's, as of 2017, a majority of the [the top ten registries](#) have also authorized its use on board, with more certifications in progress. (For an updated list of approvals, contact us at info@preventionatsea.com)

At the moment AMSA, USCG, MSA and other PSCs worldwide (including China) have no objection on the use of our ε-ORB software for the record keeping and printing of the traditional Oil Record book. Our ε-ORB software makes it easy to print out up-to-date copies of the traditional paper ORB for this purpose. When MARPOL is amended to allow the use of paperless systems, our software will also act as the official electronic Oil Record Book on board.

Regardless of flag, clients can use our ε-ORB software as a guidance tool to more accurately fill out their traditional paper Oil Record Book. Then, whenever requested, clients can print out their Oil Record Book in a format that's standardized and easy to read.



3. Do all PSCs worldwide know about ε-ORB? If not, is there a plan to notify and educate them?

A Marine Notice was issued worldwide by Liberian Registry, the first flag registry to allow this software, to all pertinent parties and organizations, informing all parties of their decision to authorize the use of the ε-ORB software onboard Liberian flagged ships. An IMO letter has also been applied for, to be published notifying all stakeholders with regards to the use of the ε-ORB software. Relevant letters have also been issued by the Japanese Registry, Cypriot Registry, AMSA, and other organizations. In addition, the software is already certified by Lloyd's Register under MARPOL Annex I, reg 17 & 36 as well as MEPC Circ 736/Rev.2. The official certificate is available for review at <http://www.e-orb.com.cy/e-orb/>

4. Does this ε-ORB software carry an official IMO acceptance certificate?

As this software is outside the scope of the IMO, the IMO has not provided an acceptance certificate.

However, this ε-ORB software was built in accordance with the relevant IMO guidelines for electronic record books, and is certified by Lloyd's Register under MARPOL Annex I reg. 17 & 36 as well as IMO Circ 736/Rev. 2.

This ε-ORB software has also already been demonstrated to the IMO delegates (MEPC 70) and other major organizations with very positive and encouraging feedback.



5. What is the price of this software?

Please refer to our website, or contact your reseller for their pricing of this software.

6. Is the price of this software per ship? Or can one license support multiple ships?

Our price for this ε-ORB software license is per ship. Each ε-ORB software license is assigned to the IMO number of the vessel it's being used on and the shipowner of that vessel.

7. Do these software licenses stay with a ship or a shipowner if a vessel is sold or replaced?

If a vessel is sold, the new owner will need to purchase a new ε-ORB license if they want to continue fully using the ε-ORB software. This is essential, as each ε-ORB software license is tied directly to *both* a vessels' IMO number and the shipowner details.

8. What is the proper procedure in case of a change in ownership?

If a change of ownership occurs, the current user will have to deactivate the software prior to handing over the ship to the new owner. To do so, when ready to hand over the ship & software, the outgoing licensee should click the button named "Change Ownership." By clicking that button the software will be deactivated. Once the software is deactivated, the new shipowner/user will be granted read-only access to the ε-ORB data for the last three years, as required by MARPOL. In addition, the new owner maintains the option to re-activate the software by purchasing a new license.

9. What is the proper procedure if the ship's name changes?

If a ship's name is changed, the current ε-ORB data records will be saved, and a new Oil Record Book file will need to be created. The previous three years of ε-ORB data records will continue to be available for read-only access, as required by MARPOL.



10. If a shoreside office wants to use the ε-ORB software, does it need a separate license to access a ship’s ε-ORB data?

Yes, for those clients wishing to have access to a ship’s ε-ORB data ashore, a separate license needs to be purchased, and a unique username and password will be provided.

11. Are there different editions of the ε-ORB software?

There are currently four configurations of the ε-ORB software, based on flag State registry and MARPOL compliance.

Liberia ε-ORB: This software configuration is available for Liberian flagged ships.

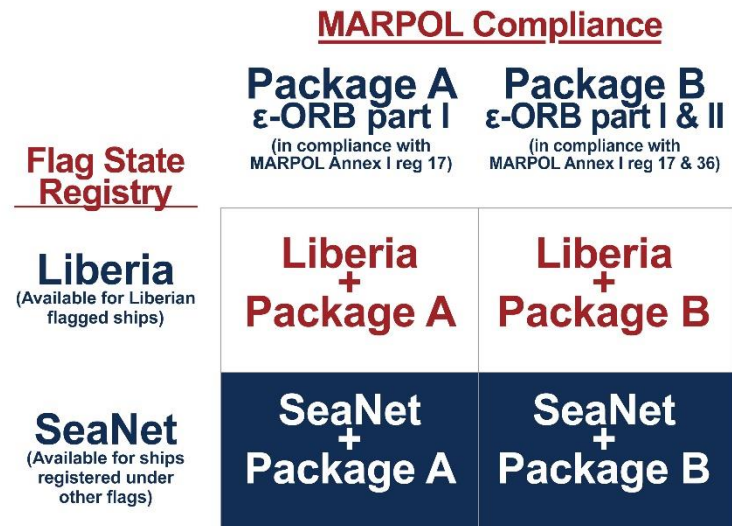
SeaNet ε-ORB: This software configuration is available for ships registered under flags other than the Liberian Flag.

Package a): ε-ORB part I (in compliance with MARPOL Annex I reg 17)

Package b): ε-ORB Part I and II (in compliance with MARPOL Annex I reg 17 and 36)

Clients whose ships are subject to MARPOL Annex I reg 17 and 36, can purchase the ε-ORB Part I and II, with the aim to switch completely from handwritten oil record books Parts I and II, to software ORB Parts I and II, ready for printing when needed. Alternatively, clients can purchase only ε-ORB Part I for printing their Part I ORB, but continue to maintain onboard a traditional, handwritten, paper ORB Part II.

All software packages can be installed and used on either ships or as part of a shoreside (office) installation.





12. How long does each software license last?

Each software license is active for 12 months from the date of activation. An annual subscription is necessary to keep each software license active. Software support for ε-ORB is included in that subscription for the duration of the active license, and is provided through Prevention at Sea and our ε-ORB partners.

13. Is there a limit on the number of electronic oil record book entries for each license?

There is no limit on the number of electronic oil log book entries after a license has been purchased and the software has been activated.

14. Is there a limit on the number of electronic oil record book users for each license?

There is no limit on the number of electronic oil log book users per license.

15. What if there are users on the same vessel with the same name and position?

This is an unusual scenario but in order to avoid such a complication, each user's name and date of birth are incorporated into their unique profile.

16. Is there a 'Quick Start' guide or a complete manual available?

Yes. Both are available when the software is purchased, and available to be downloaded again if a user loses their original copies.

17. Is there a video of the ε-ORB software in action or a free trial version available we could test?

Yes. Both are available. The ε-ORB video can be watched at: <http://www.e-ORB.com.cy/> The free trial software can be downloaded on request from: <mailto:eorb@preventionatsea.com> Or contact your authorized reseller to download a free trial link.



18. What kind of computer hardware and software is necessary to successfully run the ε-ORB software?

The current minimum specifications, as of Spring 2018 are:

- Windows Operating System: Windows 7 Service Pack 1 or later
- Minimum 2 GB RAM (Main or remote user stations)
- Minimum Processor: 1 GHz
- Minimum space available on local drive: 2 GB
- Minimum screen size: 15" with resolution no less than 1280 x 768

19. Can the ε-ORB software be modified and incorporated into a ship's current systems?

Our ε-ORB software is fully customizable and likely can be integrated into your ship's current systems. This includes inserting your ship's tank tables into the software. Please contact your ε-ORB reseller or Prevention at Sea to discuss how our ε-ORB software might be uniquely configured to support your technical needs.

20. Are additional hardware or services offered that could increase the efficiency and function of the ε-ORB software?

Yes. Clients may select from several other components and additional services that may meet their customization needs, including a signature pad, onboard backup device, cloud-based backup service, disaster recovery external backup device, and more. Please contact your ε-ORB reseller or Prevention at Sea to discuss which additional hardware or services would be right for your needs.

21. Is initial setup and installation assistance for the ε-ORB software (and associated hardware) available?

If a client requests it, Prevention at Sea or our partners can provide initial on-site set up and support, onboard docked ships or in shoreside offices, as part of the overall software & services agreement.



22. Is remote support assistance for the ε-ORB software (and associated hardware) available?

Remote support assistance is included with annual software activation. Depending on a client's available communications systems, the support team may be able to provide real-time hands-on support to check and possibly repair the ε-ORB software system. Our ε-ORB software also has a self-diagnostic feature, which can generate a report, that can then be sent to Prevention at Sea or its partners. The support team will, in most cases, be able to identify the cause and solve the client/user's problem from this report.

23. How secure is our data when outside parties are communicating with the ε-ORB software system?

All data communications with the ε-ORB software system are encrypted, and cannot easily be manipulated or abstracted by unauthorized persons. Our ε-ORB software also uses a Role Based Access Control system, that can be accessed only by an authorized user with a valid username and password. Further, all actions within the ε-ORB software system are recorded and can be traced at a later stage. Thus, suspicious actions to manipulate data with the system or access the software via unauthorized logins can be identified. For more questions on this issue, please contact us: at eorb@preventionatsea.com

24. Is the ε-ORB software system locally installed onboard? Or is it cloud based?

The ε-ORB software is a local application, installed on computers aboard ships and in shoreside offices. As of May 2018, IMO guidelines and MARPOL regulations do not specify if electronic oil record book software is permitted to be cloud based. However, reliable cloud-based software solutions require strong and stable internet connections, which are not available in some locations worldwide. Thus, our ε-ORB software must be downloaded and installed locally in order to be used. However, backup sync and transfer of data to Prevention At Sea's cloud servers for shoreside review & monitoring is available.

25. What sort of network connections are needed to download the ε-ORB software?

Any type of internet connection can be used for the initial download of the ε-ORB software. However, it's recommended a continuous internet connection be used. As far as the time required for downloading is concerned, please note that this issue depends on the existing bandwidth. If for example the internet connection is of type FleetBroadband (speed 150 kbps), it is expected that the software will be downloaded in about 16 hours.



26. What sort of network connections are recommended for ships to transfer data ashore?

Any type of internet connection can be used for transferring the ε-ORB data ashore. However, it's recommended a continuous internet connection be used.

27. How is the ε-ORB software and data backed up?

The ε-ORB software can be backed up locally, via an always connected onboard backup device. It's highly recommended this hardware option be part of any ε-ORB purchase and installation. With the device always connected to the main onboard ε-ORB computer, automated backups can be scheduled at a predetermined time every day. The ε-ORB system can also be backed up manually to the onboard backup device by choosing the "Backup" button in the ε-ORB software menu.

The ε-ORB software can also be backed up remotely, through Prevention at Sea's (P@S) cloud portal services and an onboard internet connection. With this service, an updated backup of a ship or shoreside location's data is always maintained ashore on P2S's servers.

In addition, for clients who wish to have onboard another layer of protection for their Oil Record Book data, we offer a separate external disaster recovery device that backs up all ε-ORB data whenever the user plugs in the device to their main ε-ORB computer. If that computer is damaged, or in case of a sudden total computer systems failure, the client/user will be able to restore the ε-ORB software and data to another computer from the most recent time the external disaster recovery device was synchronized.

28. Can the ε-ORB software be used by only one device onboard? Or can the ε-ORB software be used from any onboard/on station device?

If your ship or shoreside ε-ORB installation includes a local server, the ε-ORB software application can be accessed remotely from any connected onboard remote device. So, for example, an engineer with a tablet computer could be in the ship's hold and update your ship's ε-ORB remotely, as they finish the task they need to record.



29. Can a shoreside headquarters see the current ε-ORB records for all ships in their fleet?

A headquarters' office can see -- in read-only mode -- the ε-ORB data of all properly configured ships in their fleet by visiting the ε-ORB online platform, available through Prevention at Sea's (P@S) cloud portal services.

For those ships and remote shoreside computers with always on access to the internet, their ε-ORB data can be automatically transmitted at predetermined intervals to the P@S cloud servers. This allows a headquarters office access to:

- a) Up-to-date official record keeping for each remote ship/shoreside office (in read-only mode).
- b) Processing and analyzing of ε-ORB data for each remote ship/shoreside office, as part of a workflow that generates customized fleet reports for operators or benchmarking purposes.
- c) Generating automated notifications, which can also be forwarded to a client's email address
- d) Downloading the data and securing the ε-ORB data at a headquarters location.

For computers that do not have an always on connection to the internet, ships and remote shoreside locations are able to transmit their ε-ORB data to their headquarters via email whenever they can get an internet connection. Alternatively, ships and remote shoreside locations can export the ε-ORB data in pdf format and forward it to their main office for review.

30. Who has the authority to control ε-ORB system access, passwords, and overrides?

Each client should designate a local Systems Administrator (Sys. Admin.), usually a ship or shoreside location's chief engineer. This person should be the individual who installs the ε-ORB software initially. The first user/installer of the ε-ORB software is also usually the first login user – and the first login user is given the authority to create passwords, create user accounts, and set access levels for all subsequent ε-ORB users on the local ε-ORB computer or device.

Depending on the type of error a user encounters, the local Sys. Admin. can override the error. For a wrong official entry, only the Sys. Admin. has the option to strike through the said official recorded entry.



31. What if a user works on multiple vessels and/or shoreside locations within a fleet?

Once Prevention at Sea is notified by a client that a user will be working from multiple locations within a fleet, P@S can provide all designated ships & shoreside locations (within a single fleet) with the same user profile account information for that individual. Once configured, the individual will have access to their user profile in ε-ORB systems at each location where they've been authorized.

32. How are ORB entries verified? Is a signature pad necessary?

For signing and verifying ORB operations in an electronic manner, the IMO currently accepts the unique user profile credentials (i.e. username and password) as the e-signature of a user, as designated in IMO guidelines for electronic record books. A signature pad may be used to insert a physical signature into your ε-ORB records, though it is not mandatory at this time.

For occasions when a registry, safety agency (AMSA, USCG), or PSC requires a physical signature, our ε-ORB software makes it easy to print a ship's ORB. If a user has a signature pad, that digital signature will also print out on the paper. If a user does not have a signature pad, the printed ORB may also be signed by hand.

33. Is this ε-ORB software available in multiple languages?

Currently, the ε-ORB software is only available in English. Future plans involve translation of the software to Tagalog (Filipino), Ukrainian, Russian, Spanish, and French.

34. What software development platform was this ε-ORB software written and developed in?

Our ε-ORB software was built using the Microsoft .NET platform.